



## **GUIDE FOR APPLYING FOR ROLES** WITH THE STATE LIBRARY OF NSW



STATE LIBRARY®  
NEW SOUTH WALES



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IMAGE ABOVE: MACQUARIE COLLECTOR'S CHEST, C. 1818, PHOTO BY BRUCE YORK  
IMAGE FRONT COVER: MITCHELL LIBRARY, PHOTO BY MERINDA CAMPBELL





# Introduction

## THE STATE LIBRARY OF NSW

Thank you for your interest in applying for a role with the State Library of New South Wales.

The State Library is a world leading library with origins dating back to 1826. As Australia's oldest library, it also has the world's pre-eminent collection on the exploration, colonisation and development of Australia and Oceania with extensive resources extending from early maps and manuscripts to contemporary social media, recording the experiences and cultures of all, from Indigenous Australians to recent arrivals.

The State Library informs, educates, inspires and surprises online, onsite and on tour. By building, preserving and delivering its extraordinary collections the State Library enables Australians to interrogate our past and imagine our future. Through rich heritage collections and contemporary print and digital materials, a strong partnership with the statewide public library network, vibrant exhibitions, an extensive education program, cultural and scholarly collaborations, the State Library engages with diverse communities across NSW, Australia and globally.

To achieve its goals and aims, the State Library is committed to attracting, developing and retaining

highly skilled employees. Roles within the State Library are varied, challenging and very rewarding.

The State Library welcomes applications from Indigenous Australians, people from diverse cultural and linguistic backgrounds and people with disability. If you have individual requirements that need to be accommodated in order to participate in the selection process and join the State Library team, please indicate this in your application.

## WHY WORK AT THE LIBRARY?

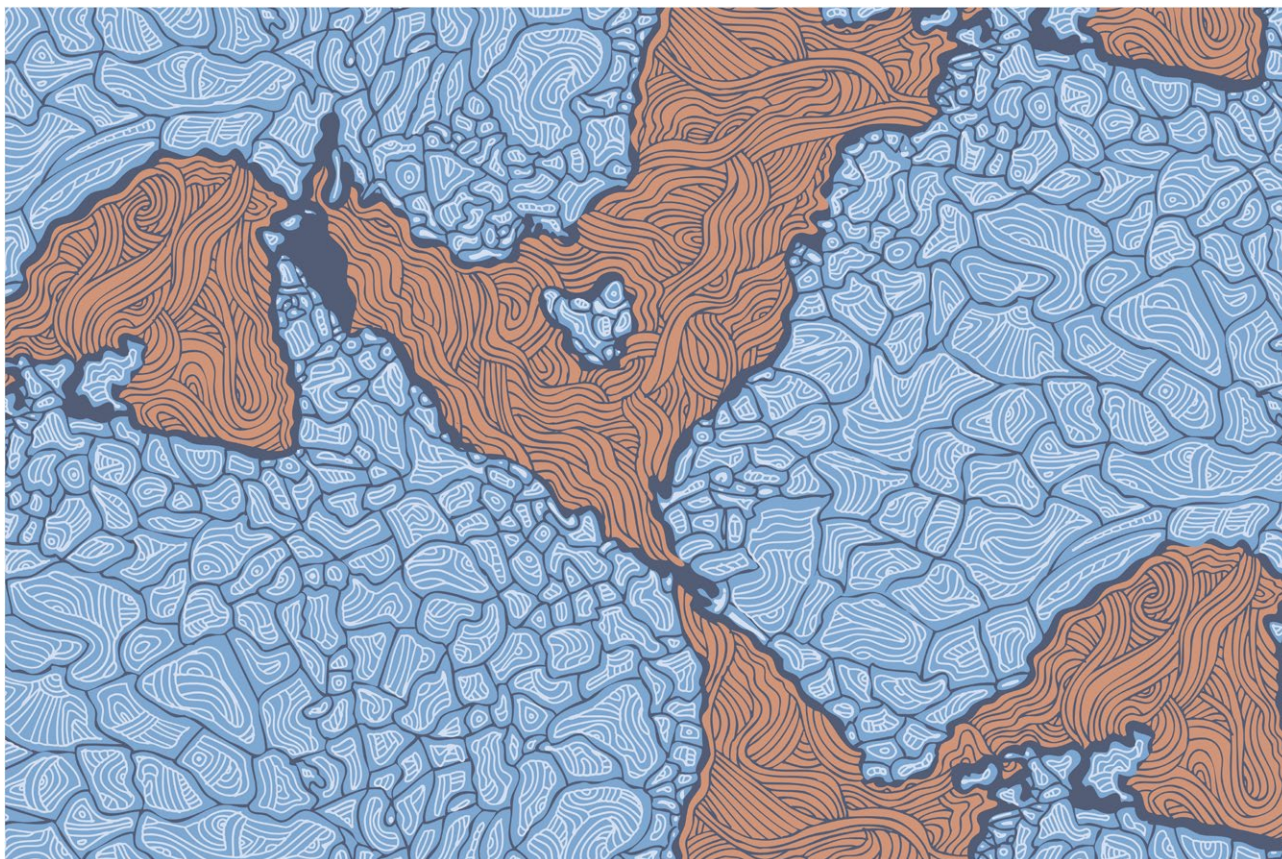
Working at the Library offers many benefits. The work is socially useful as libraries support inquiry, learning, self-expression and knowledge building. The Library offers the prospect of working with like-minded people — colleagues, clients and stakeholders — and presents opportunities to form bonds with people of similar interests.

The Library is working towards becoming an employer of choice. We provide excellent working conditions and professional development, flexibility, exposure to unique items, exciting treasures and marketing programs.

We value our people and the diversity of our workforce. We have increased representation of

IMAGE: MITCHELL LIBRARY READING ROOM, PHOTO BY JOY LAI





Indigenous staff in the Library workforce from 2.4% to 2.9% in 2014 and have an established Indigenous Services Branch in the Mitchell Librarian's Division. We have exceeded the public sector targets for representation of women in our workforce and we have 23.4% of people whose first language is not English.

### STAFF ENGAGEMENT

The Library conducts annual employee engagement surveys and staff engagement rates highly, particularly in the areas of:

- organisational commitment
- job satisfaction
- mission and values
- role clarity
- talent management and opportunity to develop skills
- teamwork
- use of technology.

### PURPOSE OF THIS GUIDE

This guide summarises the Library's recruitment and assessment process. It will help you to find out about the role you are interested in applying for, prepare your application and understand the process.

### ONLINE APPLICATION PROCESS

All vacancies within the State Library are advertised on 'I work for NSW'. All applications need to be submitted online through the 'I work for NSW' website at: <http://www.iworkfor.nsw.gov.au>.

You can create your own secure online account on 'I work for NSW', save and review applications before submitting them and apply for as many roles as you wish using the same details. Information on setting up an account on 'I work for NSW' and help with applying through the online e-Recruitment system can be accessed at <http://www.iworkfor.nsw.gov.au/help-centre>.

Current public sector employees will be prompted to enter their GEN (NSW Government Employee Number). Contact your agency's Human Resources area if you do not have your GEN.

The GEN is a unique identifier for all NSW government employees. It is designed to help with career planning and job opportunities across the sector as well as enabling improved workforce management and analysis.

New employees to the public sector will be registered on the Identity Hub by their new agency, which will automatically send the new employee an email along with login details and temporary password. The Identity Hub is managed by the Department of Finance, Services & Innovation. Further information on the GEN can be found on the Public Service Commission website at <http://www.psc.nsw.gov.au/workforce-management/workforce-management-tools/government-employee-number-gen>.

IMAGE: ARTWORK PRODUCED BY LUCY SIMPSON, YUWAALARAAY WOMAN (NORTHWEST NSW), FOR THE REDISCOVERING INDIGENOUS LANGUAGES PROJECT





# Recruitment and assessment process

## MERIT SELECTION

Under the *Government Sector Employment (GSE) Act 2013*, recruitment is undertaken on a merit principles-based approach. This approach is intended to identify candidates most suited to the pre-established standards of a role based on an assessment of their capabilities, experience and knowledge.

The candidate who demonstrates the most merit against the requirements for the role is recommended for employment. As a result it is imperative that candidates demonstrate their level of knowledge, skills and capabilities in their application, interview and assessment/s.

## INFORMATION ABOUT THE ROLE

Read the job advertisement carefully. All State Library advertisements contain the following:

- an overview of the experience, skills, knowledge and capabilities required for the role
- targeted questions and essential requirements you need to respond to
- the name and telephone number of a contact officer at the Library
- the salary and classification for the role
- the location/s where the role will be based

- the closing date/time for submission of applications
- a link to the role description and Capability Framework
- a link to this candidate information guide
- any other requirements needed to be eligible for the role; for example, working with children check, drivers licence, qualifications and experience.

Please carefully read the information provided in the advertisement, in particular the role description. This information will assist you to understand the exact nature of the role, help you to decide whether the role is of interest to you and also whether you are likely to meet its requirements.

## CONTACT OFFICER

The advertisement will specify a State Library contact officer who can answer questions about the role and its requirements in more detail. It is strongly recommended that you speak to the contact officer about the role before starting your application as that may give you a better understanding of what to emphasise in your application.

IMAGE: STUDENTS FROM THE COALITION OF KNOWLEDGE BUILDING SCHOOLS GIVE FEEDBACK ON THE *LIFE INTERRUPTED* EXHIBITION  
PHOTO BY GILLIAN GRATTON, LEARNING SERVICES

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## YOUR APPLICATION

It is important to prepare a comprehensive application in order to progress in the process and be called to attend an interview and assessment/s. A good application shows why you are the best person for the role and how your experience, knowledge, skills and capabilities match the essential requirements for the role. A written application should contain the following:

1. responses to all of the questions in the job advertisement including two targeted questions and essential requirements
2. an up-to-date resume detailing your skills, experience and education including two referees (ideally your referees would include your current or a recent supervisor/manager)
3. any additional documents that support your claim to the role (for example licences or qualifications).

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## TARGETED QUESTIONS

You must address the targeted questions of the role by describing your skills, knowledge and experience and how they could be used in the job. Please provide examples of previous work to reinforce your claim for the role. It is important to respond to each of the targeted questions.

Targeted questions are capability-based. They gather evidence of your ability to meet the focus capabilities of the role at the required level.

Your responses to the targeted questions should demonstrate your experience. Please provide examples of where you have used specific skills relevant to the duties of the role and at the required level of the focus capabilities.

Targeted questions generally begin with:

- Give an example of ...
- Describe a scenario ...
- What experience do you have ...
- Can you briefly outline your knowledge ...

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## RESUME

Submit your resume to support your application for the role and include the following:

- full name and address
- telephone number (including a business hours contact number)
- email address (that is checked regularly)
- education/qualifications (include majors, educational institution and dates or expected date of completion)
- referee details (include name, email and business hours contact number/s)
- employment history (include dates, names of employers, roles occupied, work area (section/branch etc.) and a brief outline of the tasks undertaken)

- job details starting with your current role and working backwards; be concise and only give information about major responsibilities or achievements.

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## REFEREES

You are asked to provide the name and contact details of two referees in your application. The people you nominate should be able to comment on your work within the last six months and a good referee would be your current or most recent manager. Your referee will be asked to provide information on your skills, knowledge and experience as they apply to the role you have applied for.

Following the interviews, the panel will contact the referees nominated by candidates who appear to have the most merit (based on their application, interview and assessment/s performance). Referees will be asked to comment against the relevant criteria, including any areas which the panel wants to explore further.

Referee checks form part of the assessment panel's decision-making process. For this reason the panel may ask you for additional referees if they feel they need more information than is available from your nominated referees.

In addition to the normal reference checks, candidates for some roles may also go through a rigorous 'fit-for-purpose' 360 degree reference check. This means talking to people who have supervised, worked with, reported to or were clients of the candidates.

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## OTHER DOCUMENTATION

Candidates must include additional relevant documentation. This may include academic qualifications, professional membership and licences.

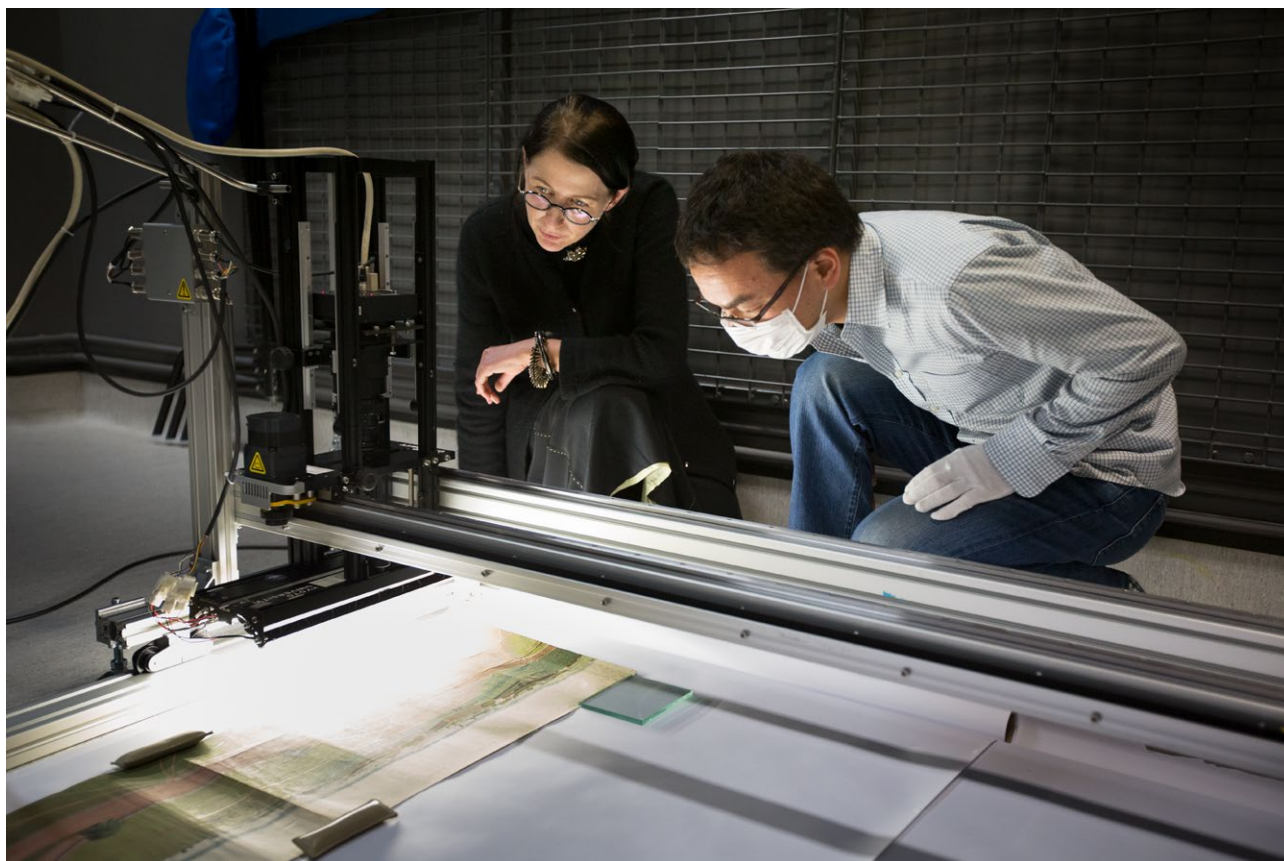
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## CLOSING DATE

Note the closing date and time for applications and ensure that your application is submitted to 'I work for NSW' by this deadline or earlier. Once you have successfully submitted your application 'I work for NSW' will send you a confirmation email.

If you cannot submit your application by the deadline, contact the contact officer listed in the advertisement before the closing date to discuss the possibility of an extension.

If your application is received after the closing date and time — without having been granted an extension — it will not be accepted.



# Assessment process

## THE ASSESSMENT PANEL

The assessment process is carried out by a panel of at least two people including:

- the hiring manager from the team in which the vacancy occurs
- an independent representative from either another organisation or another State Library division.

The panel will include at least one representative from each gender. The panel's role is to assess all candidates in terms of the pre-established standards for the role and to recommend the most suitable candidates for employment.

If no candidate meets the minimum requirements of the role, the assessment panel will recommend that the role be re-advertised or other appropriate action be taken. Where this happens all candidates will be notified by email.

## THE INTERVIEW AND ASSESSMENT PROCESS

The assessment panel will assess all submitted applications — based on responses to the targeted questions and essential requirements, covering letter and resume — to determine a shortlist of candidates to interview and further assess. All applications will

be assessed on the pre-established standards, i.e. the focus capabilities and essential requirements of the role.

If you proceed, you may be invited for an interview or to undertake assessments. You will be contacted by telephone or email. At this stage you will be provided with details regarding the interview, assessment/s and assessment panel. If you are called for an assessment and you have special requirements (i.e. wheelchair access or an interpreter for hearing impaired persons), please advise the contact officer or Human Resources which will arrange to assist wherever possible.

Prepare yourself for the interview and assessment/s by familiarising yourself with the role and the work of the State Library, particularly with the division or team in which the role is located. For information about the State Library and its work go to [www.sl.nsw.gov.au](http://www.sl.nsw.gov.au)

Please bear in mind that the panel will base its decision on material presented by candidates in their

IMAGE: PROFESSOR SARAH KENDERDINE AND PENCHANG ZHANG OBSERVE HIGH-RESOLUTION SCANNING OF THE LIBRARY'S PANORAMA OF CALCUTTA FROM THE OCTERLONY MONUMENT ON THE MEYDAN, 1832, DRAWN BY JACOB JANSSEN, AS PART OF A COLLABORATION WITH KYOTO UNIVERSITY. PHOTO BY JOY LAI





applications, at the interview and assessment/s. It is your responsibility to convince the panel that you are the best candidate for the role.

## INTERVIEW

The assessment panel will prepare the questions for interview based on the requirements in the job advertisement and the role description. Most interview questions are designed to draw out examples of your previous experience and behaviours as opposed to your knowledge or opinions. This typically involves describing situations or the type of work involved and asking you to provide examples of similar work or situations from your own experience, how you approached the situation and what you did.

At the interview, the assessment panel will be seeking to determine each candidate's relative strengths and weaknesses in relation to the requirements of the role. All members of the assessment panel will play an active role in the decision-making process.

As part of the recruitment process, the panel may ask you to produce samples of your work. It is a good idea to bring relevant, carefully selected documents or materials to the interview.

## ASSESSMENTS

Under the *GSE Act 2013* candidates are required to undertake two assessments in addition to interviews.

Assessments are designed to determine if you are able to meet the capabilities of the role based on your experience, knowledge and capabilities. Assessments are generally based around tasks/duties required to complete the regular duties of the role.

Common forms of assessment include:

- work samples
- job knowledge tests
- presentations
- role play
- online aptitude testing
- technical telephone interview.

## THE OUTCOME

Following the referee checks, the panel makes a final comparison of all candidates based on the results of the applications, interviews, assessments and referee checks. After the assessment panel has completed this process its recommendations will be forwarded to the delegate for approval. Once approved, the successful candidate will receive an initial verbal offer of employment requiring a prompt reply. A formal letter of offer will follow.

IMAGE: 702 ABC SYDNEY'S RICHARD GLOVER DOING A LIVE BROADCAST FROM THE *LIFE INTERRUPTED: PERSONAL DIARIES FROM WORLD WAR I* EXHIBITION IN THE GALLERIES.  
PHOTO BY JANINE THOMPSON



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## TALENT POOLS

In some cases more than one candidate is assessed as suitable for the role. Where this occurs a talent pool is created consisting of those candidates who have demonstrated that they are capable and qualified for the role, but were rated as less suitable overall than the recommended candidate. The list remains in force for twelve months from the date of approval.

The talent pool can be used to fill identical or similar vacant roles within the Library or NSW Government.

If you have been placed in a talent pool you will be notified by email after the interview and assessment process is completed.

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## UNSUCCESSFUL CANDIDATES

Candidates not considered suitable for employment will be notified by email after the recommended candidate has accepted the role. Being unsuccessful is no reflection on you personally – it means only that in the assessment panel's opinion you were not, at the time, the best person for that particular role.

Unsuccessful candidates are invited to request a post-selection discussion with the hiring manager of the assessment panel to obtain constructive comments regarding their application or presentation at interview and their assessment results. The points raised by the hiring manager can assist you in making better applications in the future and/or can highlight your training and development needs.

Verbal feedback may relate to:

- assessment against the capabilities and essential requirements
- strengths and areas for improvement
- quality of the application submitted and/or interview style
- results of assessment/s.

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## EMPLOYMENT REQUIREMENTS

To gain employment in the NSW public service, including with the State Library, there are certain basic requirements you will need to meet. If recommended for employment to a role, you will need proof to support the requirements listed below (if relevant to the role) before you can commence employment.

Please be aware that any statement in your application which is found to be deliberately misleading or incorrect could make you, if employed, liable for dismissal.

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## PREVIOUS VOLUNTARY REDUNDANCY

If you have previously received a voluntary redundancy and receive an offer to be re-employed in a public service role within the period covered by the separation payment, you will be required to pay back that proportion of the severance payment applying to the period of re-employment.

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## CITIZENSHIP

To obtain an ongoing role with the State Library you need to:

- be an Australian citizen or
- have permanent residence status
- be a New Zealand citizen possessing a Special Category Visa (SCV)
- provide proof of identity.

To obtain a temporary role you need to be an Australian citizen, have permanent resident status in Australia or have a temporary residence visa which allows you to work in Australia for the period of time over which the role is to be filled.

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## FITNESS TO CARRY OUT THE REQUIRED DUTIES

Depending on the role you are applying for, you may be required to meet particular health or physical fitness requirements. Any requirements related to fitness will be indicated in the role description and all new employees are required to complete a pre-employment health declaration.

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## CRIMINAL RECORDS CHECK

The successful candidate will be subject to a criminal records check before commencing the role.

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## WORKING WITH CHILDREN CHECK

When applying for a role identified as child-related employment in the advertisement and role description, there will be a 'Working with Children Check' as well as a criminal check. This formal process of checks helps determine your suitability to work with children or have unsupervised access to children in your work. The check takes into account relevant criminal records, apprehended violence orders and completed disciplinary proceedings.

It is an offence under the *NSW Child Protection (Prohibited Employment) Act 1998* for a person convicted of a serious offence to apply for a child-related role. Information on the Working With Children Check is located at <http://www.kids.nsw.gov.au/Working-with-children/New-Working-with-Children-Check#applying-for-job>.

If successful in being appointed to a role, before commencing employment you will need to provide evidence that you possess a current working with children check and will need to meet the cost of completing this check.



## PRIVACY

All information provided in applications, including personal details, is protected by the *Privacy Act 1988* and the *Privacy and Personal Information Protection Act 1998*. Information provided will be used for recruitment purposes only. All applications will be retained in the State Library's Human Resources Branch for 24 months, then destroyed.

Information about the privacy and security practices followed by 'I work for NSW' can be found at <http://www.iworkfor.nsw.gov.au/privacy-and-security>

## VERIFYING PROFESSIONAL, ACADEMIC QUALIFICATIONS AND/OR LICENCES

If you are selected as the preferred candidate for a role, the assessment panel will ask to see original licences, certificates or certified (by the institution) academic transcripts of your qualifications/skills if required. You will need to meet the cost of producing these documents. The Library will verify your qualifications and/or licences with the issuing body.

## FURTHER INFORMATION

If you require further information regarding the State Library's recruitment and assessment processes, please contact the nominated contact officer for the role as listed in the job advertisement. Human Resources can also help if you have any requirements for the interview (e.g. mobility access, or an interpreter for hearing impaired people).

For information on the *Government Sector Employment (GSE) Act 2013* go to: <http://www.psc.nsw.gov.au/employmentportal>.

For information about applying for roles in the NSW Public Service go to: <http://www.psc.nsw.gov.au/employmentportal/recruitment/recruitment/applicants/introduction/introduction-working-for-nsw-government>.

For information on the NSW Capability Framework go to: <http://www.psc.nsw.gov.au/Sector-Support/Capability-Framework>.



THE STATE LIBRARY OF NSW  
IS A STATUTORY AUTHORITY OF,  
AND PRINCIPALLY FUNDED BY,  
THE NSW STATE GOVERNMENT

IMAGE: PAULINE FITZGERALD READS TO A GROUP OF YOUNG LISTENERS DURING NATIONAL SIMULTANEOUS STORYTIME, PART OF LIBRARY AND INFORMATION WEEK.  
PHOTO BY EMMA BJORNDALH